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DEPARTMENT OF AUDITOR-CONTROLLER**

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July 27, 2007

TO: Supervisor Zev Yaroslavsky, Chairman
Supervisor Gloria Molina
Supervisor Yvonne B. Burke
Supervisor Don Knabe
Supervisor Michael D. Antonovich

FROM: J. Tyler McCauley *tm*
Auditor-Controller

SUBJECT: **GROUP HOME PROGRAM MONITORING REPORT – GARCES
RESIDENTIAL, INCORPORATED - BRIGHT HORIZONS GROUP HOME**

We have completed a review of Bright Horizons Group Home (Group Home or Agency) operated by Garces Residential, Incorporated. The Group Home contracts with the Department of Children and Family Services (DCFS) and the Probation Department (Probation).

Bright Horizons Group Home is a six-bed facility, which provides care for boys ages 7-17 years who exhibit behavioral, social, and emotional difficulties. At the time of the monitoring visit, Bright Horizons Group Home was providing services for six DCFS children.

Bright Horizons Group Home is located in the Fifth District.

Scope of Review

The purpose of the review is to determine whether the Agency is providing the services as outlined in their Program Statement. Additionally, the review covers basic child safety and licensing issues and includes an evaluation of the Agency's Program Statement, internal policies and procedures, child case records, a facility inspection, and interviews with children placed in the Group Home at the time of the review. Interviews with children are designed to obtain their perspectives on the program

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services provided by the Agency and to ensure adherence to the Foster Youth Bill of Rights.

Summary of Findings

Generally, the Agency is providing the services as outlined in their Program Statement. However, the Agency needs to address several deficient areas.

The Group Home needs to clean or paint the exterior back wall, paint the kitchen walls, repair or replace the kitchen oven, and repair the wall and replace the sink faucet handle in the front bathroom. The Group Home also needs to maintain a sufficient quantity of reading and resource materials and develop and implement comprehensive Needs and Services Plans with input from the treatment team and the child.

Attached is a detailed report of the review.

Review of Report

We discussed our report with the Agency's management. In response to the recommendations made in the report, the Agency's management completed a corrective action plan (attached) which we approved. We thank the management and staff for their cooperation during our review.

If you have any questions, please contact me or have your staff contact Don Chadwick at (626) 293-1102.

JTM:DC:CC:asl

Attachments

c: William T Fujioka, Chief Executive Officer
Patricia S. Ploehn, Director, DCFS
Susan Kerr, Chief Deputy, Director, DCFS
Robert B. Taylor, Chief Probation Officer
Carlos Garces, Executive Director, Garces Residential
Public Information Office
Audit Committee

**Garces Residential, Incorporated
Bright Horizons Group Home
2243 North Mountain Avenue
Claremont, California 91711
Phone: (909) 447-5346
License Number: 197803661
Rate Classification Level: 12**

I. Facility and Environment

Method of assessment – Observation

Comments:

Bright Horizons Group Home is located in a residential community. Overall, the exterior of the Group Home is well maintained. The front and back yards are clean and adequately landscaped. However, the exterior back wall is stained.

Generally, the interior of the Group Home is well maintained. The common quarters are neat and clean. There is adequate furniture and lighting in the Group Home. The Group Home provides a home-like environment. However, the paint on the kitchen walls is damaged and there are no cover panels and handles on the oven doors. In the front bathroom, the wall behind the toilet is damaged and the sink faucet is missing one of the handles.

Children's bedrooms are well maintained. The rooms are clean and orderly and have age-appropriate personalized decorations. There is adequate furniture, lighting, and storage space. Window coverings and window screens are in good repair. The mattresses are comfortable, and the beds all have a full complement of linens. Children's sleeping arrangements are appropriate.

The Group Home maintains age appropriate and accessible recreational equipment. There are also board games, a TV, and a DVD player. A computer with a variety of programs is also available. However, there is not a sufficient quantity of books, magazines and resource materials.

The Group Home maintains a sufficient supply of perishable and non perishable foods.

Recommendations

1. Garces Residential management:

- a. Clean or paint the exterior back wall.**
- b. Paint the kitchen walls.**
- c. Repair or replace the oven.**

- d. Repair the wall and replace the sink faucet handle in the front bathroom.
- e. Maintain a sufficient quantity of reading and resource materials for the children.

II. Program Services

Method of assessment – Review of relevant documents and interviews

Sample size: Two

Comments:

Children meet the Group Home's population criteria as outlined in their Program Statement. Children are assessed for needed services within thirty days of placement.

The Needs and Services Plans (NSPs) are current. However, input from the treatment team and the child are not included in the development or implementation of the NSPs. The NSPs are not comprehensive and do not include short or long term goals.

Case files reflect adequate documentation to show that children are receiving treatment services.

Recommendations

2. Garces Residential management:

- a. Include input from the treatment team and the child in the development and implementation of the Needs and Services Plans.
- b. Develop comprehensive Needs and Services Plans that include short and long term goals.

III. Educational and Emancipation Services

Method of assessment – Review of relevant documents and interviews

Sample size: Two

Comments:

Children are attending school. Children are provided with educational support and resources to meet their educational needs and are progressing satisfactorily in school. The Group Home's program includes the development of children's daily living, self-help, and survival skills.

Children are provided with opportunities to participate in emancipation and vocational programs as appropriate.

Recommendations

There are no recommendations for this section.

IV. Recreation and Activities

Method of assessment – Review of relevant documents and interviews

Sample size: Two

Comments:

The Group Home provides children with sufficient recreational activities and leisure time. Children are provided with opportunities to participate in planning activities. Children also participate in extra-curricular, enrichment, and social activities in which they have an interest.

The Group Home provides transportation to and from the activities.

Recommendations

There are no recommendations for this section.

V. Psychotropic Medication

Method of assessment – Review of relevant documents

Comments:

Children have current court authorizations for psychotropic medication. Documentation confirms that children are routinely seen by the prescribing psychiatrist.

Children are informed about their psychotropic medication and are aware of their right to refuse medication. Medication distribution logs are properly maintained.

Recommendations

There are no recommendations for this section.

VI. Personal Rights

Method of assessment – Interviews with children

Sample size: Two

Comments:

Children are informed about the Group Home's policies and procedures. Children report that they feel safe in the Group Home and are provided with appropriate staff supervision. Children express satisfaction with the quality of their interactions with staff and report that the staff treats them with respect and dignity.

Children report that the discipline policies are consistently enforced and that there are fair and appropriate consequences for inappropriate behavior. Children also report that they are assigned chores that are reasonable and not too demanding.

Children are able to make and receive personal telephone calls, send and receive unopened mail, and have private visitors. Children are able to attend religious services of their choice. Children also receive voluntary medical, dental, and psychiatric care.

Children report satisfaction with meals and snacks.

Recommendations

There are no recommendations for this section.

VII. Clothing and Allowance

Method of assessment – Review of relevant documents and interviews

Sample size: Two

Comments:

The Group Home provides appropriate clothing, items of necessity, and the required \$50 monthly clothing allowance to children. Children are provided with opportunities to select their own clothes. Clothing provided to children is of good quality and of sufficient quantity.

The Group Home provides children with the required minimum weekly allowance. Children spend their allowances as they choose.

The Group Home provides children with adequate personal care items. Children are also encouraged and assisted in creating and maintaining photo albums/life books.

Recommendations

There are no recommendations for this section.

Bright Horizons Group Home

2243 N. Mountain Ave Claremont, Ca 91711

Los Angeles County
Auditor Controller
500 West Temple Street
Los Angeles, Ca 90012
Attn: Candace Rhue

June 25, 2007

Corrective Action Plan

1. Facility Environment

- a. Clean or paint exterior house wall in the backyard
- b. Re-Paint Kitchen
- c. Repair or replace oven
- d. Repair the wall in the front bathroom
- e. Replace the sink faucet handle in front bathroom
- f. Maintain a sufficient quantity of reading and resource material for the children

Status: Wall has been washed, kitchen has been re-painted, front bathroom has been remodeled, sink faucet has been replaced, age appropriate magazines have been provided.

Completion Date: Oven has not been replaced Date: 7-15-07

Plan: Facility Manager David Cuevas will monitor physical plant monthly to ensure that the home is well kept and maintain as cited in the recommendations. Administrator Carlos Garces will ensure the corrective action plan is implemented and working as it is intended.

2. Program Services

- a. Develop and implement NSP with input from the treatment team and child.
- b. Develop comprehensive NSP that include short and long term goals

Status: Meeting has been conducted with facility therapist to discuss recommendations. Recommendation has been implemented.

Plan: Therapist Juliana Bowers will ensure that all children NSP will be developed as a team every six months. This will allow time to coordinate the treatment team for new updates or changes to the plan that will include input from the child. Carlos Garces will monitor all NSP to ensure that the plan is being implemented and is working as intended.

Status: Recommendation has been implemented.

Plan: Therapist Julianna will ensure that all NSP will include short and long term goals. Review of these goals will be conducted every six months. Carlos Garces will monitor all NSP to ensure that the plan is being implemented and is working as intended.